# CHARTER OAK STATE COLLEGE
## JOB OPPORTUNITY
# IT OPERATIONS AND COMMUNICATIONS COORDINATOR

**PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!**

**Open To:** The Public

**Location:** 85 Alumni Road, Newington, CT 06111

**Hours:** Full Time

**Salary:** $61,206

**Closing Date:** January 26, 2015

## General Knowledge:

Works with other local, system, or vendor based resources to coordinate complex, high-priority projects, with responsibility for outcomes; Collects and manages information related to the use of resources (personnel and budget) in order to alert senior staff of conflicts and poor resource allocation; Participates in key constituent meetings to guide policy implementation; ensures appropriate and responsive follow-up and accountability; and facilitates resolution of matters; Prepares and presents business cases and budget proposals for specific projects or ongoing operational needs; Monitors budgetary and financial activity for the information technology department, including required reporting in support of that activity, and provides recommendations as needed. Coordinates logistical activities and arrangements for meetings, conferences and workshops; Designs and executes a comprehensive communication effort to support awareness and utilization of information technology resources; Provides communication leadership or support to initiatives originating from College divisions; including development of strategies to promote initiatives, writing proposals, chairing or staffing committees, and consultation with administrators or appropriate staff. Effective communication skills required, including ability to write clear and concise reports, policies and correspondence; ability to interact effectively with many levels of personnel by telephone, in person and in writing; Assists with general correspondence, memoranda, surveys, applications, and scheduling appointments; Handles requests for assistance and potential questions; provides information and clarification; Assists with reports and maintains records; Organizes and provides internal and customer facing communication regarding projects, system status, and operational readiness including "crisis" communication regarding emergencies.

## Preferred Skills and Ability:

Experience working with ITIL/COBIT or similar ITSM framework preferred. Ability to conduct professional and pleasant interactions with internal and external constituencies.

## Special Knowledge:

Responsible for implementation, configuration, and maintenance of our Information Technology Service Management (ITSM) platform. Ensures IT Staff is effectively using the platform and acts as internal Change Manager and sits on BOR change management board; Ensures Help Desk meets service (SLA) obligations to our students, staff and faculty.

## Position Summary:

Reporting to the CIO the IT Operations and Communication Coordinator performs a variety of duties to ensure IT tasks, processes and projects are successful. The Coordinator ensures orderly operations and availability of systems used by students, staff and faculty. Provides leadership or support to initiatives originating from office of the CIO including the development of strategies to promote initiatives, writes proposals, chairs or participates in committees, and consults with administrators or appropriate staff on various initiatives. Also responsible for writing content; designing web-based communication resources and web-sites; and uses social media tools and platforms to communicate the IT vision and IT services to internal and external audiences. The Coordinator tracks and maintains information related to budgets, purchasing, licensing, and coordinates communications so the CIO and other senior staff can make effective, data-driven decisions and project implementations.

**Special Experience:**

Experience working in higher education, excellent budgeting, qualitative and quantitative analysis skills; demonstrated proficiency with computer applications, including spreadsheets and graphs as well as calendar, email, word processing, presentation software, and Internet browsing. Initiative, problem-solving, and decision-making skills are required to coordinate and perform duties.

**Substitution Allowed: N/A**

**Eligibility Requirement:**

Bachelor's Degree in Computer Science, MIS or related field and a minimum of five (5) years relevant experience. Experience working with ITIL/COBIT or similar ITSM framework preferred. The position requires excellent organizational, written and oral communication skills. Also required: experience in higher education, excellent budgeting, qualitative and quantitative analysis skills. The individual will demonstrate proficiency with computer applications, including spreadsheets and graphs as well as calendar, email, word processing, presentation software, and Internet browsing. Initiative, problem-solving, and decision-making skills are required to coordinate and perform such duties as those listed above. A high degree of professionalism, courtesy, accuracy, and attention to detail are required.

**Application Instructions:**

Interested and qualified candidates who meet the above requirements may view the complete job description and must submit a cover letter and resume by January 26, 2015 at http://www.charteroak.edu/AboutUs/Employment. No phone calls please.

# AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER
The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.